

# BEFORE THE PUBLIC SERVICE COMMISSION OF THE STATE OF MISSOURI

Richard D. Smith,	)	
	)	
Complainant,	)	
	)	
v.	)	<b><u>Case No. EC-2007-0106</u></b>
	)	
Union Electric Company d/b/a	)	
AmerenUE,	)	
	)	
Respondent.	)	

## **ORDER ESTABLISHING TIME FOR RESPONSE**

Issue Date: December 2, 2008

Effective Date: December 2, 2008

On September 19, 2006, Richard D. Smith filed a complaint with the Commission against Union Electric Company d/b/a AmerenUE ("AmerenUE"). The gravamen of the complaint related to Mr. Smith experiencing frequent outages and interruptions in his electric service. On February 14, 2007, the Commission's staff filed a "Joint Report of the Parties After Technical Conference." The parties jointly agreed that AmerenUE would commit to certain milestones to improve service to Mr. Smith. Those milestones included completion of a substation and reconductoring of certain lines. The time line for completion of the milestones was as follows:

- June 1, 2007 - New 161kv/25kv Belgrade substation completed;
- September 1, 2007 - Existing single phase line from Younkers Road to John Smith Road rebuilt;

- September 1, 2007 – Installation of fuses at Mr. Smith's property or near the end of the line serving Mr. Smith, if determined beneficial;
- December 1, 2007 - Two miles of existing 25kv circuit north of the new Belgrade substation and four miles of existing 25kv circuit south of the new Belgrade substation reconducted with 556 all aluminum conductor; and,
- December 1, 2008 – Report on outages at Mr. Smith's residence for the previous 12 months.<sup>1</sup>

On February 27, 2007, the Commission issued an order adopting the parties' plan as the unanimous resolution to the complaint and instructed the parties to comply with the terms of their agreement.

AmerenUE timely completed the first four milestones, and on December 1, 2008, it filed its Report on Fifth Milestone.<sup>2</sup> The final milestone report indicates that only one outage has occurred at Mr. Smith's residence since completion of the first four milestones.

The Commission shall set a deadline for responses and any other pleadings in this matter. If no party responds, or if Mr. Smith affirmatively indicates that his complaint has been resolved, the Commission shall close this case.

#### **THE COMMISSION ORDERS THAT:**

1. Any party wishing to file a response to Union Electric Company d/b/a AmerenUE's Report on Fifth Milestone shall do so on or before December 12, 2008.

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<sup>1</sup> The parties further agreed that within five days of each milestone date, AmerenUE would file with the Commission a report stating whether or not it met the projected completion date for that milestone and, if not, when AmerenUE expected that milestone to be completed. For any missed completion dates, AmerenUE was directed to file a supplemental report within five days of the actual completion date of that milestone.

<sup>2</sup> See Report on First Milestone filed on July 27, 2007, and accepted by order of the Commission on August 8; Report on Second and Third Milestones filed on September 5, 2007, and accepted by order of the Commission on September 14, 2007; Report on Fourth Milestone filed on December 3, 2007 and accepted by order of the Commission on December 17, 2007.

2. Any party wishing to file any other pleading, or wishing to pursue this complaint in any other manner, shall file said pleading no later than December 12, 2008.

3. This order shall become effective immediately upon issuance.

**BY THE COMMISSION**

A handwritten signature in black ink, appearing to read 'Colleen M. Dale', written over a horizontal line.

Colleen M. Dale  
Secretary

( S E A L )

Harold Stearley, Senior Regulatory Law Judge,  
by delegation of authority pursuant to  
Section 386.240, RSMo 2000.

Dated at Jefferson City, Missouri,  
on this 2nd day of December, 2008.